The World of Messaging

An Introduction to Personal Communications

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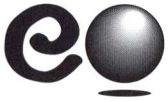

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Welcome

Welcome to the world of messaging. Your EO™ Personal Communicator (referred to in this guide as your EO) comes with advanced messaging features to help you stay in touch, person-to-person, wherever you go. This guide explains messaging concepts and tells you how to use your EO's messaging features to communicate efficiently and effectively.

What's in This Guide

This guide focuses on messaging and provides suggestions for exchanging faxes and electronic mail (e-mail) with customers, suppliers, colleagues, and friends. To make the best use of your EO and its capabilities, read *Getting Started with Your EO Personal Communicator* before using this guide.

Section 1: Personal Communications
This section gives background information on the world of messaging and describes the features and benefits of the free subscription to an EO Preferred AT&T Mail account for which you're eligible as an EO owner. You'll also learn how AT&T Mail allows you to connect with people on other messaging networks.

Section 2: Fax Messaging
This section tells you how to use your EO Personal Communicator as a portable and paperless fax machine and describes various ways you can send and receive faxes.

Section 3: Electronic Mail Messaging Concepts
This section describes the types of e-mail message systems available and explains e-mail addressing. It also explains how to determine another person's e-mail address.

Section 4: E-mail Addressing Using AT&T Mail
This section explains and gives specific examples for addressing messages to others from your EO Preferred AT&T Mail Account.

Section 5: Where to Go for Help
This section contains information on connecting to AT&T Mail and the GO Mail Information Service, and provides more information on using AT&T Mail help.

This guide also includes a messaging dictionary and an index to help you find the information you're looking for quickly. The Messaging Dictionary near the end of this guide lists definitions for words that appear in **boldface** in the guide.

Other Resources

This messaging guide is part of the set of learning and reference resources that comes with your EO Personal Communicator. Other items in the series are designed to bring you up to speed quickly and to provide lookup information when you need it.

Getting Started with Your EO Personal Communicator
This short guide introduces your EO in ten easy sessions. You'll learn how to set up the EO and how to open on-screen tutorials.

Lookup Guide to the EO Personal Communicator
The *Lookup Guide* is a reference resource that provides details on all important EO features. It gives background information and step-by-step instructions for using EO hardware and software.

On-Screen Help
An on-screen help system gives instant information on basic EO concepts and procedures. You can look up topics of interest by writing a question mark anywhere on the EO screen.

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Personal Communications

This section provides background information on the world of messaging and describes the features and benefits of the free subscription to an EO™ Preferred AT&T Mail Account for which you're eligible as an EO owner. You'll also learn how AT&T Mail allows you to connect with people on other messaging networks.

About Personal Communications

Today there are many ways to send messages electronically to other people. Over 28 million Americans used fax (facsimile) machines in 1991, and that number is growing rapidly. Faxes allow you to quickly and easily exchange images of any type of document. With your EO, you can receive, mark up, and send faxes to any standard fax machine in the world.

Electronic mail is another growing form of messaging. E-mail can include everything from simple text messages to spreadsheets with voice annotations. With over 30 million electronic mailboxes in existence and more being added every day, you can reach more people electronically than ever before.

Most electronic **mailboxes** are connected to each other, making it easy to send and receive mail electronically. Your EO can be used to exchange messages with these mailboxes. This guide shows you how to get in touch with someone by electronic mail or fax and gives you tips on efficient communication.

You're Fully Equipped

Your EO contains everything you need for all your messaging activities, including the ability to send and receive faxes and electronic mail, add voice notes to documents, use your electronic address book, and make cellular phone connections. To stay in touch, all you need is occasional access to a telephone line. If you have an EO Cellular Module™, you don't even need a telephone line. You can go wireless, using EO's cellular technology to make both voice and data calls.

If you have special messaging requirements, your EO allows you to use add-on hardware and software products. Your EO has the flexibility to meet all your needs today and to grow with you in the future.

What You Get

Your EO Personal Communicator comes with software that gives you access to AT&T EasyLink Services' AT&T Mail network. You are also eligible for a free EO Preferred Account subscription on AT&T Mail. AT&T Mail is a public messaging service that provides electronic mail and fax capabilities. Although you are not limited to using AT&T Mail, you can take advantage of its many special communications capabilities.

The EO Preferred AT&T Mail Account includes a mailbox on the AT&T Mail network, all the normal services and capabilities that come with AT&T Mail, and some very special extras, including the following.

Free AT&T Mail account subscription
As an EO owner, you receive a free subscription to a combined electronic mailbox for both fax and e-mail messages. Your AT&T Mail account has no monthly or minimum fees, so you save over $150 per year, the normal charge for these accounts.

In addition, you will receive discounts on charges for sending messages. Like the post office, AT&T Mail charges you for messages you send, not for messages you receive, so you control your expenses.

EO Update

With EO Update you automatically receive updates for your EO software. These updates are deposited periodically in your AT&T Mail mailbox. You'll never miss an enhancement to the software for your EO. Simple instructions for updating your system with the latest software are included with each EO Update message.

EO registration

Getting Started with Your EO Personal Communicator contains your mail-in registration card and instructions for setting up your AT&T Mail account. As soon as you have a mailbox, user name, and password, you're ready to begin sending and receiving e-mail messages with your EO.

EO support

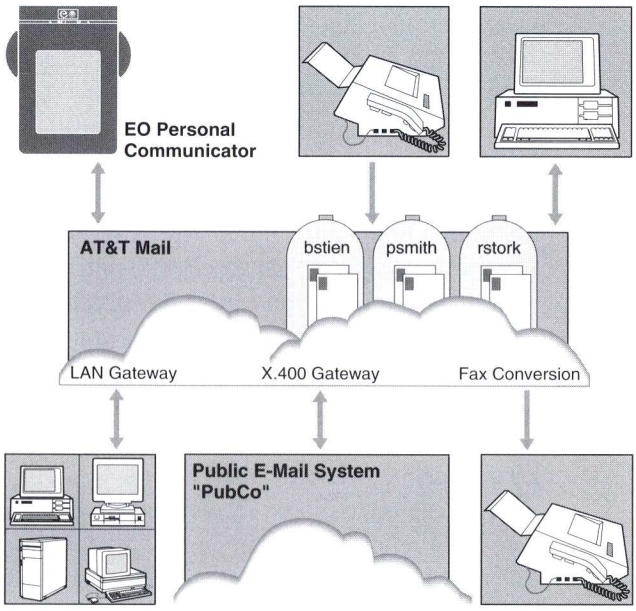
As a registered user, you receive technical support. You can use your EO Preferred Account on AT&T Mail to send messages to EO's Customer Service staff 24 hours a day. There is no charge for sending these messages, so it's easy to get quick, detailed answers to your questions.

About AT&T Mail

AT&T Mail provides a network of highly reliable, worldwide public electronic messaging services. At its core, the AT&T EasyLink Services AT&T Mail network contains electronic user mailboxes that store and send messages. Users of the network typically connect to these mailboxes by dialing into the AT&T Mail network using a computer and a modem.

You can connect to AT&T Mail from anywhere in the United States, via a toll-free 800 number, from your EO Personal Communicator. If you need to connect to AT&T Mail from outside the United States, refer to the list of international telephone numbers in "Where to Go for Help," at the end of this guide.

AT&T Mail provides e-mail, fax, and other services



In addition to exchanging electronic mail messages with other e-mail users, the AT&T network handles faxes. The AT&T MailFAX service can convert a text e-mail message into a fax and send it to any standard fax machine in the world. Using the Enhanced Fax service, people can send faxes to your AT&T Mail mailbox for you to review at a later time.

Connections to other e-mail systems

The AT&T Mail network provides gateways (connections) to other electronic mail systems, so you can exchange messages with millions of other people. The network provides international standard (X.400) connections to over 30 other mail

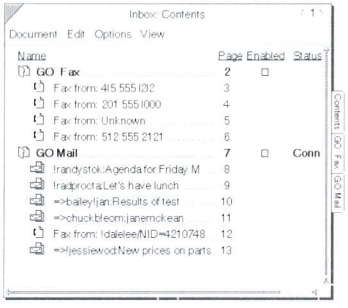
systems around the world. Messages can also be sent to and from people connected with the Internet, a worldwide network of networks that reaches millions of users. Finally, AT&T Mail allows direct connections to thousands of private LAN-based e-mail systems in use around the world, such as the cc:Mail, Microsoft Mail, and Novell MHS mail systems, as well as minicomputer- or mainframe-based e-mail systems such as the IBM PROFS and UNIX mail systems.

Messaging at your convenience

Your EO Personal Communicator and your EO Preferred Account on AT&T Mail work together to help you manage your communications more efficiently. With your EO you can create, send, and receive messages that can be transmitted immediately or at a later time.

The electronic mailbox of your EO Preferred AT&T Mail Account stores any messages you receive and then transfers (downloads) them to your EO when you connect to the AT&T Mail network. The Inbox and Outbox of your EO act as a mobile electronic mailbox that can hold a variety of messages and information—simple text messages, spreadsheets, graphics files, and faxes. The following illustration shows how faxes and electronic messages appear in your EO Inbox.

Your Inbox contains e-mail and fax messages, including a fax from the AT&T Mail network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Fax from: Unknown 5
Fax from: 512 555 2121 6
GO Mail 7 Conn
!randy!stok:Agenda for Friday M 8
!radproct!a:Let's have lunch 9
=>bailey!jan:Results of test 10
=>chuck!bleom:janemck!ean 11
Fax from: !dalelee/NID=4210748 12
=>!jessiewod:New prices on parts 13
Contents GO Fax GO Mail

You can create an outgoing message at any time and store it in your Outbox until you connect your EO to a telephone line or EO Cellular Module. When you connect your EO to a phone

line and call AT&T Mail, your outgoing messages are sent. Any messages you've received (faxes or e-mail) are downloaded into the Inbox of your EO and stored for you to read at your convenience. This process lets you stay mobile and productive no matter where you are.

Always in touch

Mobility can make it hard for others to get in touch with you. People won't always know where you are or when you've connected your EO to a telephone line. Your EO Preferred Account mailbox on the AT&T Mail network solves that problem by providing a fax number and e-mail address that are available to receive messages 24 hours a day.

Your electronic mailbox on AT&T Mail receives and stores messages for you, so that you can retrieve and read them at your convenience. With your AT&T Mail mailbox you can receive faxes and e-mail anytime, even when your EO is switched off or not connected to a phone line. By choosing when you read and send your messages, you can reduce interruptions and work more efficiently.

Since most faxes today are sent directly to another fax machine and immediately printed, the idea of a fax mailbox may be new to you. It is, however, extremely valuable to any mobile professional. Your EO Preferred Account fax mailbox gives you a single, constant telephone number that you can give to your messaging partners.

Confidentiality

The EO Preferred Account mailbox keeps faxed information confidential. There's no chance for someone to read or accidentally receive your fax, as can happen when a fax is sent to your hotel's fax machine or sits in a pile of faxes back at your office. With your EO and the EO Preferred Account mailbox, your information stays secure.

Fax Messaging

This section covers many typical situations and questions you may encounter when using fax messaging with your EO, including the following:

- Sending faxes
- Choosing between fax and e-mail
- Sending faxes to a number of people
- What to do when the destination fax machine is busy
- Faxing and e-mailing the same message
- Receiving faxes directly on your EO or at your AT&T Mail mailbox
- Retrieving fax messages from your mailbox
- Printing faxes

About Fax Messaging

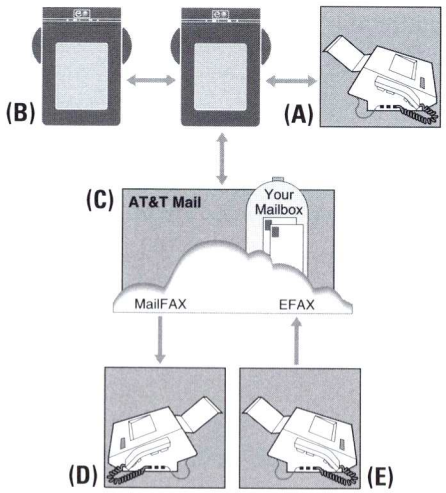
Your EO can function as a portable and paperless fax machine to send documents to and receive them from any standard fax machine around the world, including other EOs. You can send the same document to several people at once, and also send one fax that contains multiple documents.

By writing directly on your EO's screen, you can revise a fax sent to you by adding comments and sketches, then fax it again. Because your EO is designed for people on the go, you don't have to be connected to a phone line when you prepare faxes. You can get faxes ready ahead of time and transmit them later.

Your EO Preferred Account on the AT&T network gives you even more fax flexibility. It provides a fax mailbox that others can send faxes to, keeping you in touch 24 hours a day and

keeping your messages secure and confidential. This account can also save you time when you're sending messages to large numbers of people or trying to reach a busy fax machine.

Various ways of sending and receiving faxes



Your EO can exchange faxes with a fax machine (A), exchange with another EO (B), or retrieve faxes from your EO Preferred Account on AT&T Mail (C). The AT&T Mail Network can convert text e-mail messages into a fax format and send them to another fax machine (D), or receive faxes from fax machines into your EO Preferred Account mailbox (E).

Sending Faxes

Sending faxes from your EO is covered in the *Lookup Guide to the EO Personal Communicator*. When you are ready to send a fax you will fill out a cover sheet, which identifies the person who will receive the fax. The cover sheet will be the first page of the fax. You need to write in your name and company, phone number, and fax number only the first time you fill out the From sheet. The From sheet keeps your name and number until you change them.

On the To sheet you will need to add the information for the person to whom you are sending the fax. Getting addresses from the address book on your EO is covered in the *Lookup Guide*. When you are ready to send a fax, you tap Send and the fax is transferred to the Outbox. Messages and faxes in your EO Outbox will be transmitted the next time you connect to a phone line and enable GO Fax and GO Mail. Refer to *Getting Started with Your EO Personal Communicator* and the *Lookup Guide to the EO Personal Communicator* for details.

Choosing Between Fax and E-mail

Since your EO can easily send documents via either fax or e-mail, it's useful to remember the strengths and limitations of each form of messaging. In many cases either one will work perfectly well for you.

Faxes are images of documents; the image can be marked up but the underlying information isn't changed. **E-mail messages** can include files and documents that can be changed. For example, if you send someone a spreadsheet file as a fax, changes can be marked on the fax, but no new calculations can be performed. If you send the spreadsheet using e-mail, new values can be entered into it to see how these values would affect the rest of the spreadsheet.

Software requirements

Someone who has a fax machine can view and print any fax that has been received, regardless of the kind of information in the fax. However, while an e-mail recipient can read standard text messages, it's necessary to have the appropriate software to view or modify documents such as spreadsheets or graphics files. If a recipient has both fax and e-mail, and you're not sure if that person has the software needed to view the information you're sending, you may want to send it as a fax.

E-mail can include more types of information than faxes. For example, your EO comes with EO Sound™, which allows you to record and play back voice notes. You can include a voice note when you send an e-mail message to another EO user, but you can't do this if you send a fax, since it's only an image.

Security

Faxes are typically printed as the fax is received. If the information you're sending is extremely confidential, you would want to make sure the recipient is around to prevent someone else from reading your fax. Since e-mail messages are sent to a mailbox and stored until the recipient reads them, there are fewer privacy and confidentiality concerns.

Speed

There can be differences in how quickly fax and e-mail messages are transmitted. If the message is short, the message is going to a single recipient, and the recipient's fax machine isn't busy, then e-mail and fax messages usually take about the same amount of time to send.

However, if the message is going to many recipients or if the desired fax machine is hard to reach, it may be faster for you to send an e-mail message. In this case you would send a single message to your e-mail system, such as AT&T Mail, and the system then makes copies to send to each recipient. The system automatically handles any delays in reaching the recipients.

Sending Faxes to a Number of People

If you need to send the same document to a number of people, you have a couple of options. These options take advantage of your EO and the capabilities of your EO Preferred Account on AT&T Mail.

You can specify multiple recipients on the fax cover sheet and your EO will sequentially send the document to each recipient's fax machine. This method works fine if you can leave your EO connected to a telephone line while it's sending all the faxes.

If you're in a hurry, can't leave your EO connected to a telephone line, and are sending a text message (in standard ASCII), you can use the MailFAX service on AT&T Mail. This service allows you to send a single e-mail message to the AT&T Mail network. The network then converts this message into fax format and sends copies to any **Group 3 fax machine** in the world. Refer to "To send an e-mail message to a fax device (MailFAX)," in section 4.

When the Destination Fax Machine Is Busy

If you're in a hurry and can't reach the recipient's fax machine, the AT&T Mail network can help by faxing ASCII text messages. Rather than directly sending a fax message, you send a text e-mail message and let the AT&T Mail network convert the message to fax format. The network then keeps retrying automatically, for up to 6 hours, until your recipient's fax machine is available.

If you've been trying to send a fax and decide to use MailFAX, you'll need to go back to the original document, choose the Send GO Mail command, and readdress the message. Refer to "To send an e-mail message to a fax device (MailFAX)," in section 4.

Faxing and E-mailing the Same Message

Your EO lets you send both fax and e-mail messages. You may want to send the same information to some people with e-mail mailboxes and some people with fax machines. There are a couple of ways to do this.

You might send the document twice, once using GO Fax to reach your fax recipients and once using GO Mail to reach your e-mail recipients. Or you might send a text message (in standard ASCII), which would allow you to use e-mail to reach all your recipients. Your e-mail recipients would get a normal e-mail message. Specify a fax number in the address field for your fax recipients and the MailFAX service on AT&T Mail converts your text message into fax format and sends it to that telephone number. Refer to "To send an e-mail message to a fax device (MailFAX)," in section 4.

Receiving Faxes from Others

You can have faxes sent either directly to your EO or to your EO Preferred Account mailbox. Your EO Preferred Account mailbox is always available—with the same telephone number—at any time of the day or night, so it makes sense to have people send messages to this mailbox when your EO is not readily available.

Receiving faxes on your EO

If the person sending you a fax knows that your EO is connected to a phone line and knows the telephone number of that line, then have the fax sent directly to your EO. Set your EO up for fax reception by connecting the EO to the phone line, if it isn't already connected, and then enabling the GO Fax section of the Inbox. Refer to the *Lookup Guide to the EO Personal Communicator* for more details and information.

Receiving faxes at your AT&T mailbox

You can receive faxes at your AT&T mailbox from anyone who has a fax device. The sender needs the following information and equipment:

- Your AT&T subscriber numeric ID (you receive this from AT&T after you register for your EO Preferred Account).
- The AT&T Enhanced FAX system telephone number. (Refer to "Where to Go for Help," at the end of this guide.)
- A touch-tone telephone connected to the sending fax machine.

Enabling your EO Preferred mailbox for faxes

You can set your AT&T account to accept or reject faxes sent to it. Since you will be charged for any faxes sent to you, you may want to check your AT&T account setting and adjust it accordingly.

To check or change your AT&T account setting

1. **Call the AT&T EFAX service using a touchtone phone.**
   Call 1-800-232-9674 in the United States, 1-800-567-3329 in Canada.

2. **Log onto your account.**
   You are asked to enter your subscriber ID (a series of numbers) followed by the pound (#) key. Then you are asked to enter your password (a series of letters) on the touchtone keypad, followed by the pound key.

3. **Once you're logged onto the system, follow the voice prompts.**
   The Guest Access setting (under profile or message options) is the one you want to check. Follow the system's directions for adjusting this feature to accept or reject faxes sent to your account.

4. **When you've checked the Guest Access setting, hang up.**
   Refer to "Where to Go for Help" for information on AT&T Mail.

For others to send a fax to your AT&T mailbox

1. **Insert the message into the fax machine.**
2. **Dial into the AT&T Enhanced Fax system, using the telephone connected to the fax machine.**
3. **At the prompt, enter your subscriber numeric ID, then press the pound key (#).**
4. **When the system asks for a password, again press the pound key.**
5. **If you're prompted for a reference number, press the pound key.**
6. **Start the fax machine.**
7. **Hang up the telephone.**

Example

Say that your AT&T Mail user name is jsmith and your numeric ID is 9876543. Someone in the United States could send you a fax by following these steps:

1. **Dial AT&T Enhanced Fax:**
   1-800-A-FAX-MSG.
   (In Canada, 1-800-567-3329)
2. **Press the telephone keys for your numeric ID, followed by a pound sign:**
   9876543#
3. **Again press #.**
4. **Again press # if necessary.**

5. **Start the fax machine.**

6. **Hang up the phone.**

Retrieving Fax Messages from Your Mailbox

Retrieving fax messages from your AT&T mailbox is easy. They are automatically downloaded to your EO along with your e-mail messages when you connect to AT&T Mail, and appear in the GO Mail section of your Inbox. Although these messages appear in the Mail section, they are actually fax messages and you can use all the features of GO Fax to view, mark up, and resend these faxes. Refer to the *Lookup Guide to the EO Personal Communicator* for more details.

Printing Faxes

Your EO handles faxes the same way it handles any other document, so you can use the standard EO Print command to get a hard copy of a fax while you're connected to a printer. If a printer isn't available, but there is a nearby fax machine, you can still print your document. Resend your fax (or any other document on your EO) to the local fax machine to get a hard copy.

Electronic Mail Messaging Concepts

This section describes key concepts about e-mail systems that will help you understand how to send electronic messages to people in other locations and at other companies. Since there are over 30 million electronic mailboxes around the world, it's important for you to be able to take advantage of the nearly instantaneous worldwide communications provided by electronic mail.

About E-mail Systems

With the EO you can send and receive messages and documents through electronic mail systems around the world. Because your EO is designed for people on the go, you don't have to be connected to a phone line when you prepare messages. You can get them ready ahead of time and transmit them later.

Your EO comes with software that lets you use the world's largest public e-mail networks, and gives you the flexibility to add other e-mail software. All EO users are eligible for a free subscription to an EO Preferred Account on AT&T Mail. Refer to "What You Get" and "About AT&T Mail," in section 1, for more information.

This section provides an overview of e-mail systems and concepts that can help you expand your messaging horizons. It will help you understand how to exchange messages not only with people in your company, but also with your customers, suppliers, colleagues, and friends around the world. Once you understand e-mail terminology and addressing, you'll be able to stay in touch no matter where you go.

It's important for you to be able to send e-mail to others around the world regardless of what type of e-mail system is being used. Your EO gives you this flexibility by either using AT&T

Mail or by using add-on software that lets you interact directly with other types of e-mail systems.

Add-on software lets your EO communicate directly with your existing e-mail system. This allows you to remotely access your messages and to maintain a single mailbox and point of contact for all communications. You can still use your EO Preferred Account on AT&T Mail for things like sending technical support messages to EO, receiving EO software updates, and exchanging messages with users who don't have connections to your existing e-mail system.

The **AT&T Mail** network has connections to millions of electronic mailboxes and thousands of e-mail systems around the world. This includes all users with access to the Internet as well as many systems with X.400 connections.

A few of the systems connected to AT&T Mail

E-mail provider	E-mail service
America Online	America Online Internet Connection
Apple Computer	AppleLink Internet Connection
AT&T EasyLink Services	AT&T Mail
AT&T EasyLink Services	AT&T EasyLink 400
BellSouth Advanced Networks	BellSouth Message Central
BT Tymnet	Dialcom Mail400
CompuServe	CompuServe Mail
GE Information Systems	QUIKCOMM
IBM Information Network	IBM Mail Exchange
Infonet	Notice400
MCI	MCI Mail XChange 400

E-mail provider	E-mail service
Pacific Bell	Pacific Bell CONNECTION
Stentor-Telecom Canada	Envoy 100
US Sprint	SprintMail 400

For a complete list of systems that have connections to AT&T Mail, you can send a message to GO Mail Information Service (!GOMailHelp) or contact AT&T Mail Customer Support. Refer to "Where to Go for Help," at the end of this guide.

Types of E-mail Systems

Many different e-mail products and services are available. They fall into three major categories: public e-mail systems, PC and LAN-based systems, and host-based systems. While each product and each type of system has its own strengths and weaknesses, most can exchange messages with other types of e-mail systems.

Public e-mail systems

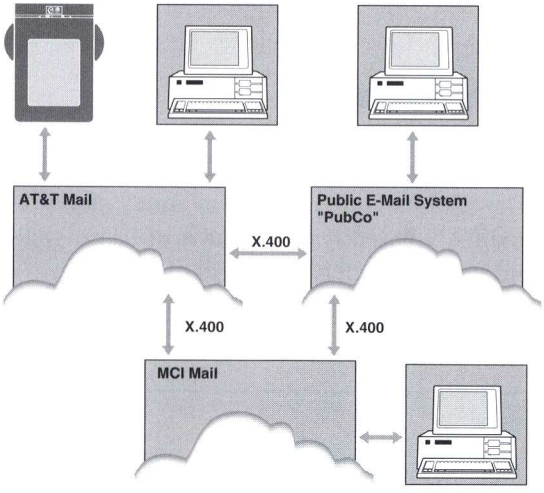
Public e-mail systems are run by companies or organizations that provide e-mail accounts, mailboxes, and services to other companies, organizations, and individuals. Another term used to describe these systems is **administrative management domains (ADMDs)**. Some examples of public e-mail systems are AT&T Mail, CompuServe Mail, MCI Mail, and SprintMail.

These systems are often thought of as **wide area network (WAN)** systems, because their users are in many different locations and typically connect to the system via a modem. Users may dial a single toll-free 800 number to reach the network, or the system may provide local phone numbers to call. Mailboxes exist on the system, and some users may

also have mailboxes on their computers to store messages. EO Personal Communicators have local storage known as the **Inbox** and **Outbox**, and EO Preferred Accounts on AT&T Mail have mailboxes on the AT&T Mail system.

Many of these public e-mail systems have already established connections (also called **gateways**) with each other that make it simple for users to exchange messages. These systems typically use an international standard known as **X.400** to coordinate exchanging messages, and have X.400 links to other systems.

Public e-mail systems are often linked by X.400 connections



As a user, you simply specify the recipient's X.400 address and your message is delivered automatically.

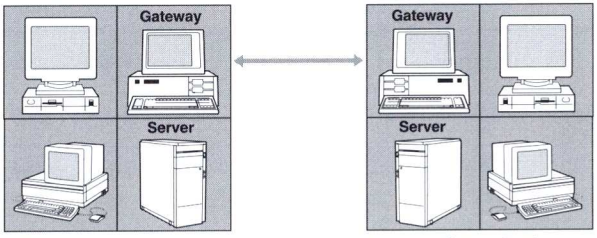
PC- and LAN-based systems

Local area network (LAN) and PC-based systems are widely used. Rather than sharing a public e-mail service, many companies have established their own private e-mail systems. Some commercially available PC- and LAN-based e-mail products that are used to create private e-mail systems include cc:Mail, Microsoft Mail, and Novell MHS mail systems such as DaVinci eMAIL.

These systems primarily offer local e-mail service for a building or campus that users connect to from their PCs over Ethernet, Token Ring, or Arcnet local area networks. Mailboxes typically exist on the LAN's server, although users may also have mailboxes on their computers. Although some users may dial into the LAN using modems, most of the users' computers are permanently attached to the LAN.

Companies with offices in several locations may also establish connections (gateways) to link together their e-mail systems so that all their employees can exchange messages. These gateways typically use modems to occasionally dial into another location and transfer messages.

LAN e-mail systems serve a building or a campus and may be connected to other LANs



LAN E-Mail System Chicago

LAN E-Mail System Omaha

Host-based e-mail systems

Host-based e-mail systems are quite similar to LAN-based systems, except that the mailboxes reside on a mainframe or minicomputer (the "host" computer). IBM PROFS and some UNIX-based e-mail systems are examples of host-based e-mail systems.

Users typically connect to these systems from terminals that are directly connected to the host, although some users may have PCs that connect to the host over a LAN. Like LAN-based systems, host-based systems generally serve a building or a campus, and most users' terminals and computers are permanently attached to the LAN. Host-based systems can also

have connections to hosts at other locations so that people can exchange messages.

Public e-mail systems and private LAN or host-based e-mail systems can also be connected to each other via gateways. While many public systems are referred to as administrative management domains (ADMDs), many private, company-specific e-mail systems are referred to as **private management domains (PRMDs)**. Connecting ADMDs and PRMDs allows users of one system to exchange messages with users of another system.

Summary of system types and access methods

System	Primary access methods	Mailbox located
Public e-mail	Modems	On public e-mail network
PC and LAN-based	LANs, modems	On LAN server
Host-based	Direct connection	On host computer

The Internet

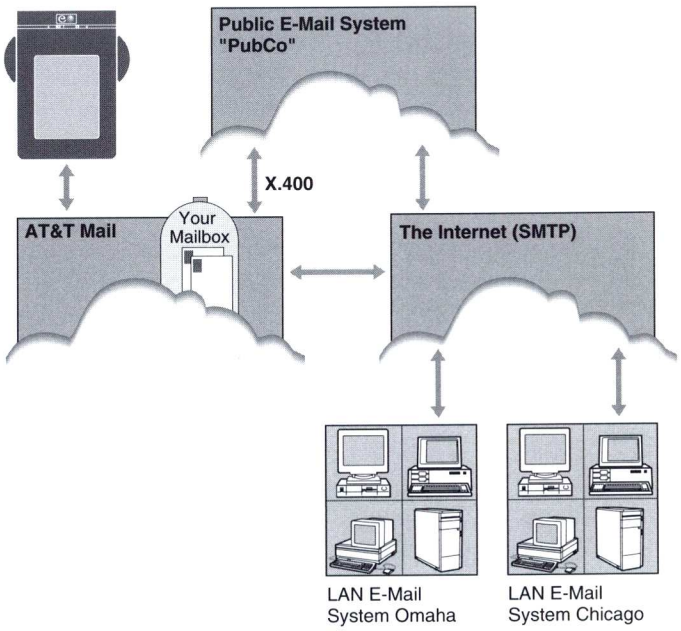
The **Internet** is technically not a type of e-mail system, but it plays a very important role with many e-mail systems. The Internet is an interconnected system of networks that allows millions of people to exchange messages with each other.

In many cases you don't need to know if someone is on the Internet or connected to it. You simply use the person's Internet address, and the networks figure out how to get your message to the recipient. To you, the Internet and its connected systems look like a single huge mail system with millions of users.

An internet is any collection of interconnected networks; the Internet (with a capital "I") is a specific system that includes over eight hundred networks, several hundred thousand host

computers, and millions of users around the world. The Internet provides services based on TCP/IP protocols, including the **Simple Mail Transfer Protocol (SMTP)**, which allows users to exchange messages over the Internet. Some systems are actually on the Internet and many others have connections to the Internet. Mail relays, or gateways, allow users to exchange messages with users on or connected to the Internet.

The Internet has many connections to users on public and private e-mail systems



Major networks with users on the Internet include NSFNET, ARPANET, MILNET, NSI, and ESNET. Other major networks that are connected to the Internet include BITNET, CSNET, DECnet, UUCP networks, and ACSNET. Many private e-mail systems are connected to the Internet, as well as many of the major public mail systems such as AT&T Mail, CompuServe Mail, SprintMail, America Online, and MCI Mail.

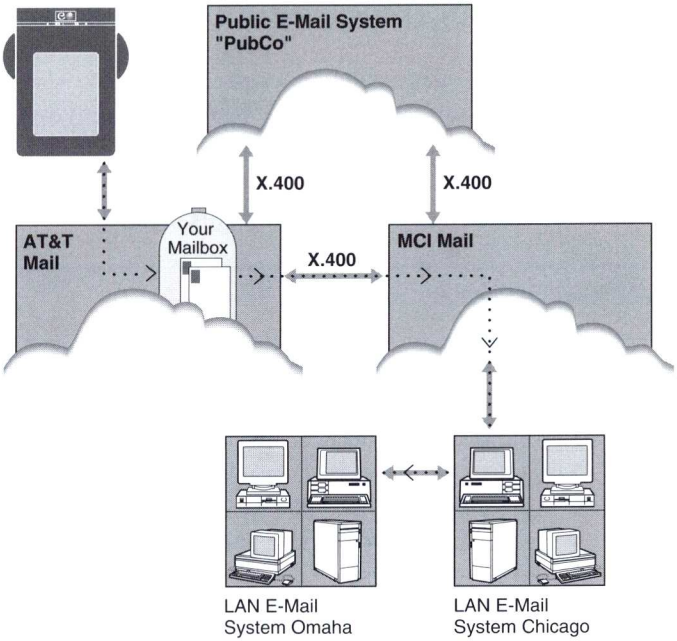
System Interconnections

Some companies already have established connections from their private e-mail systems directly to a public e-mail system such as AT&T Mail. The private e-mail system is given a system name and an intermediary mailbox on the AT&T Mail network. The mailboxes located on the host or server of the private e-mail system are known as off-network mailboxes because they do not reside on the AT&T Mail network. Messages sent to the system name on AT&T Mail are forwarded to the private e-mail system and delivered to a specific user's off-network mailbox.

As shown in the next illustration, many ADMDs and PRMDs can be connected together. For example, suppose a customer of yours uses a LAN-based e-mail system like cc:Mail or Microsoft Mail and is located in Omaha. Your customer's headquarters are in Chicago, with a system name and connection to a public e-mail system such as MCI Mail. The MCI Mail and AT&T Mail ADMDs have an X.400 connection.

You can send a message to your customer through your EO Preferred mailbox on AT&T Mail by addressing it to the customer's system in care of MCI Mail. The AT&T Mail system sends your message to MCI Mail, which forwards it to your customer's headquarters, which then passes it on to your customer in Omaha. Although the routing may be complicated, all you have to do is specify the address, and the system will deliver the message.

Public and LAN-based e-mail systems are often connected together



It's easy to send messages with enclosures or attachments (files appended to your e-mail) between EO users on AT&T Mail. When messages with attachments are sent between systems (for example, AT&T Mail to a LAN), you may encounter difficulties, such as unusable files. If you have problems, check with your company's MIS manager or contact AT&T Mail's Customer Support. Refer to "Where to Go for Help," at the end of this guide.

Understanding E-mail Addresses

E-mail **addresses** direct electronic mail messages. The person you want to contact may be on your local e-mail system, on a remote portion of your e-mail system, or on a different system connected to your system. The address you use will depend on where that person's mailbox is located.

Local and intersystem addresses

Using different e-mail addresses is similar to using a telephone in your office building. If you're calling someone in your building, you may be able to just dial the extension. If you're calling someone in another part of the city, you need to dial more digits. And if you're calling someone in a different part of the country or in another country, you have to dial even more digits.

With e-mail addresses, the simplest format is used when you're sending a message to someone with a mailbox on your local e-mail system. In this case, you can probably use a short and simple address. It may be just a person's first and last name (for example, "John Smith") or an abbreviated user name ("jsmith").

If you are sending a message to someone on a remote portion of your e-mail system, you may need to add more information to the address. You may need to add a system name (for example, "Sys1: John Smith") or location ("jsmith:NY"), but you'll probably use the same basic format and style of address that you'd use for local e-mail messages.

Messages to users with mailboxes on different e-mail systems, just like phone calls to another country, typically require even more addressing information. The longer, **intersystem address** includes directions on how to get out of your e-mail system and how to get into the other e-mail system. Examples of this kind

of intersystem address are "John Smith/ATTMail/Gateway" and "attmail!sys1!jsmith."

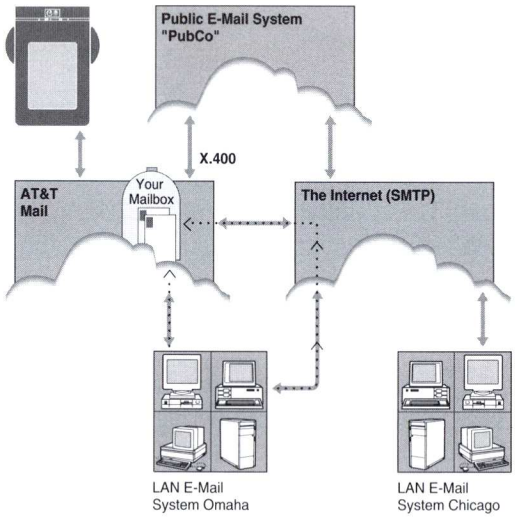
To simplify addressing, some e-mail systems set up, or let users set up, abbreviations for long or complex addresses. These abbreviations are sometimes called aliases or foreign name aliases. These aliases are something like a "speed dial" key on a telephone. Instead of entering a long or complex address, you enter a shorter version of the address that is translated by your computer or system into the actual intersystem address.

Each e-mail system has its own format for specifying addresses. (Many addressing formats are case-sensitive. For best results, follow the use of upper- and lower-case shown in the examples in section 4, "E-mail Addressing Using AT&T Mail.") Two formats are used most frequently for sending electronic messages outside your local system. One is based on the Domain Name addressing approach of the Internet and the other is based on the X.400 standard. Details on these formats for addresses are described next.

Because many e-mail systems are interconnected, it's possible to send a message to someone's mailbox by more than one route. This makes it possible to have different e-mail addresses for the same electronic mailbox. For example, messages with a user's Internet address go over the Internet to a person's mailbox, while messages with an X.400 address go over an X.400 connection to that same mailbox.

In the following illustration, a user's LAN e-mail system is connected directly to both AT&T Mail and the Internet. Someone on the LAN system could send a message directly to the EO user's AT&T Mail mailbox using the AT&T Mail user name address, or could send it via the Internet by specifying an Internet address for that same mailbox.

The route for an e-mail message can depend on the addressing



Internet addresses

The Internet uses a **Domain Name System (DNS)** to handle addressing. This is a layered system much like an organization chart. At the top level are some key categories such as companies, government sites, educational institutions, and countries. Within each general category are specific groups and sometimes subgroups. Individual users belong to one of the groups or subgroups. A **fully qualified domain name (FQDN)** combines ("strings together") all these descriptions into a user's Internet address.

A domain address consists of a user name, followed by an "at" sign (@), followed by a system domain name. A typical address looks like this:

username@system.domain

jsmith@abc.com

If the person has an electronic mailbox that is not in the United States (for example in Great Britain), the address looks like this:

jsmith@abc.co.uk

In countries other than the United States, the address usually ends in the appropriate country code.

Example

Jean Smith has a mailbox on a system in the Computer Science Department at the Massachusetts Institute of Technology. Jean's Internet address is

jsmith@cs.mit.edu

Similarly, Chris Jones has a mailbox at Acme Paper Incorporated. Chris' Internet address is

chris@acme.com

In these examples, cs.mit.edu and acme.com are fully qualified domain names.

Refer to section 4, "E-mail Addressing Using AT&T Mail," for more details.

X.400 addresses

The X.400 specification is an international standard that describes how to send messages between different e-mail systems. It specifies the information needed for addressing messages between e-mail systems. This format is called X.400 **Originator/Recipient (O/R)** addressing.

An X.400 O/R address consists of address attributes. Each attribute is represented by a keyword abbreviation for the attribute and an associated value. The actual e-mail address is the collection of all the attributes needed to reach a recipient's mailbox.

Some of the common X.400 attributes (and their keyword abbreviation on AT&T Mail) are listed in the following table. Other e-mail systems may use different keyword abbreviations for these attributes.

Some AT&T Mail X.400 Address Keywords

Keyword abbreviation	Address attribute
C	Country code
AD	Administrative management domain
PD	Private management domain
G	Given (first) name
S	Surname (last name)
DD	Domain-defined attribute
DD.type	Domain-defined attribute of a specific type

Each individual mail service has its own requirements for which X.400 O/R attributes are required to make up an address on the system. Thus some X.400 addresses may have three or four attributes, and others may have seven or more.

As an AT&T Mail user, if you want to send a message to an MCI Mail user named Frances Smith, who has an MCI Mail ID of 3347634, the X.400 address would be

mhs/c=us/ad=mci/g=frances/s=smith/dd.id=3347634

More specific information on using X.400 addressing from AT&T Mail is included in "Some Addressing Examples for AT&T Mail Users," in section 4.

Determining E-mail Addresses

If you want to exchange messages with someone but don't know where to get started, this section is for you. It includes some key questions and suggestions that can help you start communicating with others. These questions can help both you and the people in your MIS organization in making e-mail connections.

Some of these suggestions focus on messaging through AT&T Mail, but most of them apply to any e-mail system you might be using. One advantage of AT&T Mail, however, is that it is already connected with many other e-mail networks. Communicating with others is often simply a matter of using the right e-mail address.

To determine an e-mail address

To exchange messages with someone who uses e-mail, you need two addresses: yours and the other person's. If you are both using the same e-mail system, this is simple—exchange local e-mail addresses. For example, if you both have AT&T Mail accounts, you simply tell each other your user names. If your user name is "jsmith," your messaging partner would address a message to "!jsmith."

If you want to exchange messages with someone on a different e-mail system, you each need to determine your intersystem address. These intersystem addresses may be long or complex, and they may also be hard to determine if your system uses any kind of abbreviation or alias for them.

The easiest way to determine someone else's intersystem address is to give the person your address and have the person send you a message. You can then copy the "return address." However, to do this you must first determine your own intersystem address.

EO users on AT&T Mail generally need to have their messaging partners use one of two types of intersystem address to send them messages. These types are:

- **Internet** The Internet uses a standard called RFC 822 and the Domain Name System to describe the format and content of an Internet address. Refer to "The Internet" earlier in this section for more information about Internet domain names.
- **X.400** The X.400 type of address represents an international standard for e-mail address formats. Formally, an X.400 address is called X.400 Originator/Recipient (O/R) address.

To determine your own Internet address

An EO user's Internet address to his or her AT&T Mail mailbox is made up of the AT&T Mail user name and the Internet domain name "attmail.com," in the form

username@attmail.com

For others to send messages to your EO Preferred Mail Account over the Internet, they need to specify the AT&T Mail Internet domain name and your AT&T Mail user name.

Example You are an EO user with the registered AT&T Mail user name of fsmith. The AT&T Mail Internet domain name is attmail.com. Your Internet address is

fsmith@attmail.com

Refer to "E-mail Addressing Using AT&T Mail," in section 4 for more information on the Internet and Internet addresses.

To determine your own X.400 address

An EO user's X.400 address on AT&T Mail has the following attributes and values:

EO User X.400 Address on AT&T Mail

Attribute	Abbreviation	Value
Administrative management domain	ADMD	ATTMAIL
Country code	C	Country you live in (for example, US or CA)
Given (first) name	G	Your first name as registered with AT&T
Surname (last name)	S	Your last name as registered with AT&T
Domain defined attribute	DD.ID	Your AT&T Mail user name

This X.400 address requires more information than an Internet address. In addition to your user name, you need to tell your messaging partner the name you used when registering with AT&T and your country of registry (where you live).

If Jonathan Doe lives in the United States, registered with AT&T as Jonathan Doe, and has an AT&T Mail user name of jdoe, his X.400 address attributes would be

ADMD = ATTMAIL
C = US
G = Jonathan
S = Doe
DD.ID = jdoe

If instead Jonathan lived in Canada and registered with AT&T using the name "John," his X.400 address attributes would be

ADMD = ATTMAIL
C = CA
G = John
S = Doe
DD.ID = jdoe

To determine a contact's address

The easiest way to determine a contact's address it to have that person send you an e-mail message. Determine your own address (using the information in this section). Give that information to your contact and have him or her send you a message. Once you receive the message, copy the "return address" into your EO address book. Refer to the *Lookup Guide*. This method will usually work for both local and intersystem addresses.

To get more information

If you still can't determine your contact's e-mail address, try these options

1. **Have the other person consult his or her e-mail system's on-line help and documentation for more information about sending e-mail.**
2. **If you are still not successful, have your messaging partner contact his or her MIS organization for help regarding e-mail connectivity and addressing.**
3. **Use the information you get to have your contact send you a message, then copy the return address into your EO Address Book.**
4. **Refer to "GO Mail Information Service," in section 5.**

To further research an address

The following questions may help you find the exact address you need.

1. **What e-mail system or program does the other person use?**
   It's very helpful to understand what e-mail system the other person is using.

   - Does the person use a public e-mail service such as MCI Mail, SprintMail, QUIKCOMM, or CompuServe Mail? If so, he or she very likely has an X.400 connection or an Internet connection. Investigate sending messages via the X.400 connection first.
   - Does the person use a LAN-based e-mail system (such as cc:Mail, Microsoft Mail, or Novell MHS) or a host-based e-mail system (such as PROFS or UNIX)? If so he or she may already have a connection to AT&T Mail. Refer to section 4, "E-mail Addressing Using AT&T Mail," for information.

2. **Does the other person have an address that uses @ and ends in .com, .edu, or .gov?**
   If an address uses this format, it's likely that your contact has a connection with the Internet. Try having the contact send a message to your Internet address, or send a test message to the other person via the Internet.

3. **Has the other person exchanged messages with someone outside his or her company before?**
   If so, have the other person look at one of these messages for an example of the address used to reach the person. The address often contains clues to the type of mail system used.

   If the address has a number of pieces, and if it shows items such as country code, ADMD, first name, and last name, then the other person may be using X.400 to exchange messages. If the

address uses @ and ends in .com, .edu, or .gov, your contact may be using the Internet.

4. **Does your contact use a UNIX-based e-mail system?**
   Many UNIX-based e-mail systems have connections with the Internet. Try to find out if your contact has an address that uses @ and ends in .com, .edu, or .gov. If so, try sending and message via Internet. Refer to section 4, "E-mail Addressing Using AT&T Mail," for more information.

5. **Does the other person's e-mail system have a direct connection to AT&T Mail?**
   If so, have your contact try to send a message to your AT&T Mail user name. You can also check to see if the other person has an AT&T Mail user name to which you can send a message. You may need to use a "system" name along with the other person's user name.

   People with an e-mail system that has a direct connection to AT&T Mail are often referred to as having off-network mailboxes or addresses, because their mailboxes reside outside the AT&T Mail network.

6. **Does the other person's e-mail system have a connection to a public e-mail service?**
   If so, you can probably reach the other person by using an X.400 address. You may need to specify a subsystem or private management domain (PRMD) name, as well the personal name and user name. Refer to section 4, "E-mail Addressing Using AT&T Mail," for information on X.400 addresses.

7. **Can your contact's e-mail system exchange messages over the Internet?**
   If so, have the other person send you a message at your Internet address. Refer to "To determine your own X.400 address," earlier in this section.

8. Do you need more details on a particular subject?

If you need more information, or if you encounter problems with e-mail messaging, try these options:

- Review section 4, "E-mail Addressing Using AT&T Mail," and the specific examples given there. Examples cover several popular networks connected to AT&T Mail.
- Look for more information on the AT&T Mail network. Refer to "Where to Go for Help," at the end of this guide, for e-mail addresses and contacts at AT&T Customer Support and EO Customer Service.
- Refer to "GO Mail Information Service," in section 5.

E-mail Addressing Using AT&T Mail

This section describes the address information and formats you use to send messages to people from your EO Preferred Account on AT&T Mail.

AT&T Mail

You can quickly address and send mail to other EO owners who have EO Preferred Accounts on AT&T Mail, to non-EO owners with AT&T Mail accounts, and to people on e-mail systems with direct connections to AT&T Mail.

To address another EO or AT&T Mail user

1. **Obtain the other person's AT&T Mail user name.**
2. **Address your message with an exclamation point preceding the other person's AT&T user name.**

Example Jonathan Doe is an AT&T mail user and has a mailbox with the user name jdoe. Jonathan's address is

!jdoe

Since AT&T Mail is a single worldwide network, you don't need any special format or information to address messages to another AT&T Mail user, even if he or she is registered with AT&T Mail in another country.

Private Systems Connected to AT&T Mail

Mailboxes on private e-mail systems that are directly connected to AT&T Mail are called off-network mailboxes. Such mailboxes do not reside on the AT&T Mail network, but can exchange messages with it. To address off-network mailboxes on LAN- and host-based systems that are connected to AT&T Mail, you need to know the other person's system name and user ID.

When a company first sets up a connection to AT&T Mail, the company is given a "system name" that applies to everyone on its private e-mail system. You can send messages to a person on one of these systems by telling AT&T Mail to send a message to a user "in care of" that system.

To address a LAN user connected to AT&T Mail

1. **Obtain the other person's AT&T Mail private-system name and his or her local system user name.**

2. **Address your message with an exclamation point preceding the other person's private-system user name.**

Example

You want to send a message to Francis Smith, who works for Acme Paper Company. Acme has set up a system account on AT&T Mail with the system name APC. Francis' user name on the Acme system is Fsmith. Francis' address is

APC!Fsmith

MailFAX

You can send a text e-mail message to another person's fax device. The AT&T Mail network MailFAX service will convert an e-mail text message (in standard ASCII) into fax format and send it to any Group 3 fax machine in the world. You simply specify a fax address in the To sheet of the message. The MailFAX service automatically includes a cover page for the fax message. All you need is the recipient's fax number.

To send an e-mail message to a fax device (MailFAX)

1. **Begin the address on the To sheet for the e-mail message with this expression:**

   fax!+country code and fax telephone number

   The telephone number begins with a plus (+) sign and is followed by the country code. The North American dialing plan uses a "1" for calls to the United States and Canada.

2. **End the address with a space and then the recipient's name in parentheses, preceded by a slash (/).**

   (/recipient's name)

Example

You want to send an e-mail to the fax device of Jean Smith. Her fax number is (201) 555-1212. Jean's address is

fax!+12015551212 (/Jean Smith)

If Jean moves to Great Britain (where the country code is 44) and her fax number is 223-843032, her address is now

fax!+44223843032 (/Jean Smith)

Internet

The Internet is a network of networks that appears to users as a single huge e-mail system with millions of users. The Internet uses the Domain Name System, defined in a standard called RFC 822. This standard describes the format and content of Internet addresses. For information on domains, refer to "Understanding E-mail Addresses," in section 3.

To send mail to an e-mail user on the Internet

1. **Obtain the other person's Internet address.**
2. **Begin the address with the expression**

   internet!

   Note the exclamation point.
3. **Add the rest of the address, translating from the Internet format and sequence to AT&T Mail format, as shown in the following table.**

Translating domain addresses

Internet RFC 822 format	AT&T Mail required format
username@system.domain	internet!system.domain!username
jsmith@abc.com	internet!abc.com!jsmith
henryv@comp.sci.mit.edu	internet!comp.sci.mit.edu!henryv
rfox@xyz.co.uk	internet!xyz.co.uk!rfox

More complex Internet addresses do exist, including those for UUNET and BITNET recipients. If you need more information on how to construct a valid Internet address, you can send a message to the on-line GO Mail Information Service (GOMailHelp). This service will automatically send you

information on many addressing topics. Refer to "Where to Go for Help," at the end of this guide, for information, or contact AT&T Customer Support.

Restrictions

Certain commercial restrictions apply to the use of the Internet:

- Users are prohibited from using the Internet to carry traffic between commercial messaging systems (for profit).
- Advertising and soliciting (messages offering goods or services for sale or offers of jobs) are prohibited.
- Provision of for-profit service, other than electronic messaging to Internet users, is permitted if such service is used for scholarly research purposes and its costs are borne by the individual or by institutional subscription.

X.400 Addresses

The X.400 addressing system—formally called X.400 Originator/Recipient (O/R) addressing—represents an international standard that describes how to send messages between different e-mail systems. An X.400 address must have a specific format.

An X.400 O/R address consists of a number of keywords and their associated values. (For details, refer to "X.400 addresses," in section 3.)

You can send e-mail to an X.400 address in two ways:

- **Full format** requires all the attributes necessary for an individual address. All full-format addresses on AT&T Mail start with the characters

  mhs

- **Gatename format** allows you to use a gateway code that contains an abbreviation for the country code, ADMD, and PRMD, if applicable, of a specific e-mail system. All gatename addresses on AT&T Mail start with the characters

  mhs!

  Note the exclamation point.

To send to a full-format address

1. **Obtain the following information from the person you're addressing:**
   - The recipient's country code.
   - The recipient's administrative management domain (ADMD) name and/or private management domain (PRMD) name.
   - Any other attributes required by the recipient's e-mail system. You may need a person's full name and/or registered user name.

   Refer to "Some AT&T Mail X.400 keyword abbreviations," later in this section, for some of the keyword abbreviations you may need.

2. **Build the person's address, using a slash (/) to separate address attributes and an equal sign (=) between an abbreviation and its value:**

   mhs/c=us/ad= **(and so on)**

Example

You want to send a message to Jean Smith, who works for Acme Paper Company. Acme uses a private e-mail system that is registered in the United States with the PRMD name APC, on a public mail service called PubCo. Jean's registered user name on the APC system is jsmith. APC has many users, so the

system specifies a domain-defined attibute type called ID to distinguish between people with the same personal names.

Jean's full-format address is

mhs/c=us/ad=PubCo/pd=APC/g=Jean/s=Smith/dd.ID=jsmith

To send to a gatename-format address

1. **Obtain the following information from the person you're addressing:**

   - The recipient's gatename (obtained from this guide or AT&T).
   - Any other attributes required by the recipient's e-mail system. You may need a private domain name, a surname, and/or a registered user name.

   Refer to "Some AT&T Mail X.400 keyword abbreviations," next, for some of the keyword abbreviations you may need. For gatename information, refer to the specific examples in "Some Addressing Examples for AT&T Mail Users."

2. **Build the person's address, using a slash (/) to separate address attributes and an equal sign (=) between an abbreviation and its value:**

   mhs!pmail/pd=APC/g= **(and so on)**

Example

You want to send a message to Jean Smith, who has a mailbox on the public mail service called PubCo. PubCo public mail service is registered with AT&T Mail and had been assigned the gatename pmail. Using the gatename format, Jean's address is

mhs!pmail/pd=APC/g=Jean/s=Smith/dd.ID=jsmith

More Examples Refer to "Some Addressing Examples for AT&T Mail Users" for examples of addresses used for particular systems connected to AT&T Mail. More information is also available automatically from GO Mail Information Service. Refer to "Where to Go for Help," at the end of this guide.

Some AT&T Mail X.400 keyword abbreviations

Abbreviation	Address attribute	Notes
C	Country code	Approved two-letter abbreviation only*
AD	Administrative management domain	Primary messaging service
PD	Private management domain	Secondary/private messaging service
O	Organizational or company name	Usually abbreviated
OU	Organizational unit	—
G	Given (first) name	Maximum 16 characters
S	Surname	Last name, maximum 40 characters
DD	Domain-defined attribute	—
DD.type	Domain-defined attribute of a specific type	—
DD.ID	Domain-defined ID attribute	Often needed for a user name

**Included in every X.400 O/R address.*

Some Addressing Examples for AT&T Mail Users

The following pages give specific examples and instructions for addressing messages to users of some popular e-mail systems connected to AT&T Mail. This information is specific to users with EO Preferred Accounts on AT&T Mail. Examples are given for these systems:

- CompuServe
- MCI Mail
- MCI Remote E-Mail Systems
- SprintMail
- America Online
- AppleLink
- IBM Information Network
- GE Information Systems: QUIKCOMM
- Envoy 100

To send to CompuServe

CompuServe's X.400 required address attributes are shown in the following table.

CompuServe X.400 address attributes

Abbreviation	Address attribute	Contents
AD	Administrative management domain	COMPUSERVE
C	Country code	US
—	Gatename	MHS!CSMAIL
PD	Private management domain	CSMAIL
DD.ID	CompuServe user ID as registered	User-specific

The gatename mhs!csmail is assigned by AT&T EasyLink Services to represent this ADMD. The gatename includes a country code of US, an ADMD name of COMPUSERVE, and a PRMD name of CSMAIL. If appropriate, you can use the gatename instead of all its components.

Note that the CompuServe user ID for public users has a format of number.number. Both numbers can be up to six digits. The CompuServe user ID for private users has a format of system:user.

Example (public user)

A CompuServe public user in the United States has the user ID of 70007.4615. The full-format address is

mhs/c=us/ad=compuserve/pd=csmail/dd.id=70007.4615

Or, using the AT&T gatename,

mhs!csmail/dd.id=70007.4615

Example (private user)

A CompuServe private user in the United States has the system ID of csi and the user ID of jis. The address is

mhs/c=us/ad=compuserve/pd=csmail/dd.id=csi:jis

Or, using the AT&T gatename,

mhs!csmail/dd.id=csi:jis

About message size *At present, CompuServe users can receive a message of up to about 50,000 characters. The message size includes the header and the body information. Messages containing more than 50,000 characters are rejected by CompuServe, and you receive a nondelivery report.*

To send to MCI Mail

MCI's required X.400 address attributes are shown in the following table.

MCI Mail X.400 address attributes

Abbreviation	Address attribute	Contents
AD	Administrative management domain	MCI
C	Country code	US
—	Gatename	MHS!MCI
G, I, S, GQ	Recipient's names as registered	User-specific
DD.ID	Recipient's 7-digit MCI Mail ID number	User-specific

Use the DD.ID address attribute only if the recipient cannot be uniquely identified by his or her personal name alone.

Examples

An MCI user in the United States has the first name of Frances, the last name of Smith, and the DD.ID of 3347634. Smith's full-format address is

mhs/c=us/ad=mci/g=frances/s=smith/dd.id=3347634

Smith's gatename address is

mhs!mci/pn=frances_smith/dd.id=3347634

For an explanation of full-format and gatename address formats, refer to "X.400 Addresses," earlier in this section.

To send to MCI remote e-mail systems

Addresses for MCI remote e-mail systems require the X.400 attributes shown in the next table.

MCI remote systems X.400 address attributes

Abbreviation	Address attribute	Contents
AD	Administrative management domain	MCI
C	Country code	US
—	Gatename	MHS!MCI
G, I, S, GQ	Recipient's names as registered	
DD.EMS	Recipient's remote electronic mail system name	
DD.MBX1	Recipient's internal routing information within the remote electronic mail system he or she is using	

DD.MBX internal routing sometimes requires more than one line of routing, and additional DDs are used (for example, DD.MBX2=, DD.MBX3=). You can specify up to four DDs per recipient.

Examples

Frances Smith is a user of an MCI remote e-mail system. Her remote e-mail system has been assigned the name abc. Smith's internal routing address is mbx1, and her assigned user ID is 7335646. Smith's full-format address is

mhs/c=us/ad=mci/g=frances/s=smith/dd.ems=abc/dd.mbx1=7335646

Smith's gatename address is

mhs!mci/pn=frances_smith/dd.ems=abc/dd.mbx1=7335646

For an explanation of full-format and gatename address formats, refer to "X.400 Addresses," earlier in this section.

To send to SprintMail

Addresses for US Sprint's SprintMail require the X.400 attributes shown in the following table.

SprintMail X.400 address attributes

Abbreviation	Address attribute	Contents
AD	Administrative management domain	TELEMAIL
C	Country code	US
—	Gatename	MHS!TELEMAIL
G, I, S, GQ	Recipient's names as registered	User-specific
O	Recipient's organization name	User-specific
DD.UN	Recipient's user name as registered	User-specific

Use the DD.UN address attribute only if the recipient cannot be uniquely identified by his or her personal name alone. The DD.UN address attribute *may not* be combined with the G, I, S, GQ attributes.

Examples Frances Smith is a SprintMail user. Her organization is registered as sales. Frances' full-format address is

mhs/c=us/ad=telemail/g=frances/s=smith/o=sales

Her gatename address is

mhs!telemail/g=frances/s=smith/o=sales

Frances Smith is joined on SprintMail by another person with the name Frances Smith. Frances receives the DD.UN user

name of fsmith to distinguish her from the other Smith. Frances' gatename address is now

mhs!telemail/o=sales/dd.un=fsmith

Frances' new DD.UN user name takes the place of the G (first name) and S (last name) attributes.

To send to America Online

To address an e-mail message to an America Online user via the Internet, all you need is the person's user name and the America Online domain name.

The domain name for America Online is

aol.com

Examples Jacques Pille has the America Online user name pille987. His Internet address is

Internet!aol.com!pille987

Your contact at America Online can send e-mail messages to you by using the domain name of attmail.com for your address. For more information, refer to "To determine your own Internet address," in section 3.

To send to AppleLink

To address an e-mail message to an AppleLink user via the Internet, you need the person's user name and the AppleLink domain name.

The domain name for AppleLink is

applelink.apple.com

Example Susan Miller has the AppleLink user name smiller. Susan's Internet address is

Internet!applelink.apple.com!smiller

Note the exclamation point before the user name.

Your contact at AppleLink can send e-mail messages to you by using the domain name of attmail.com for your address. For more information, refer to "To determine your own Internet address," in section 3.

To send to IBM Information Network

The IBM Information Network has multiple administrative management domains (ADs or ADMDs) in various countries throughout the world that are connected to AT&T Mail. Connected to each of the IBM ADs are many private management domains (PDs or PRMDs). All IBM subscribers reside on a PD—no individual subscribers are directly registered on any of IBM's ADs. (For information on domains, refer to "Understanding E-mail Addresses," in section 3.)

The IBM Information Network requires the X.400 address attributes shown in the next table.

IBM Information Network X.400 address attributes

Abbreviation	Address attribute	Contents
AD	Administrative management domain	IBMX400
C	Country code	Country-specific
—	Gatename	MHS!IBMUS (This is an example; other gatenames are listed next.)
PD	Private management domain	User-specific

Abbreviation	Address attribute	Contents
G, I, GQ	Recipient's names as registered	The first 6 characters of the recipient's last name, followed by the first-name initial (and middle initial, if applicable).
S	Recipient's surname	The recipient's full last name.

When you address a PD, you must include a subset of address attributes required for that PD. You can get the exact attributes from your contact on the IBM Information Network.

> ***Important*** *To establish communication with an IBM recipient, you must originate the first message. When the IBM network receives your message, it automatically registers your X.400 address with the IBM Mail Exchange service.*

Examples

Terry A. Washington is registered on the IBM Network in the United States. His country code is US and his gatename is MHS!IBMUS (refer to the following table). Terry's full-format address is

```
mhs/c=us/ad=ibmx400/pd=ibmmail/g=washinta/s=
washington
```

His gatename address is

```
mhs!ibmus/pd=ibmmail/pn=washinta_washington
```

Note that the gatename does not include a PD name.

If Terry A. Washington's address is in England, his country code is UK (for Great Britain), and his full-format address is

mhs/c=uk/ad=ibmx400/pd=ibmmail/g=washinta/s=washington

His gatename address is

mhs!ibmuk/pd=ibmmail/pn=washinta_washington

Selected IBM Information Network gatenames

Country	Country code	Gatename
United States	US	MHS!IBMUS
Canada	CA	MHS!IBMCA
France	FR	MHS!IBMFR
Great Britain	UK	MHS!IBMUK

You can get a list of other IBM gatenames by sending a message to GO Mail Information Service, as described in "Where to Go for Help," at the end of this guide.

To send to GE Information System: QUIKCOMM

Addresses for GE Information System's QUIKCOMM require the X.400 attributes shown in the following table.

GE Information System: QUIKCOMM X.400 address attributes

Abbreviation	Address attribute	Contents
AD	Administrative management domain	MARK400
C	Country code	US
—	Gatename	MHS!MARK400
G, I, S, GQ	Recipient's names as registered	User-specific

Abbreviation	Address attribute	Contents
O	Electronic mail system organization name	QUIKCOMM
OU	The name of the recipient's organizational unit	User-specific

Examples Frances Smith is a QUIKCOMM user. Her country code is US. Her organizational name (OU) is geis. Her full-format address is

mhs/c=us/ad=mark400/g=frances/s=smith/o=quikcomm/ou=geis

Frances' gatename address is

mhs!mark400/pn=frances_smith/o=quikcomm/ou=geis

To send to Stentor Telecom-Canada: Envoy 100

Stentor Telecom-Canada's required attributes are shown in the next table.

Stentor Telecom-Canada: Envoy 100 address attributes

Abbreviation	Address attribute	Contents
AD	Administrative management domain	TELECOM.CANADA
C	Country code	CA
—	Gatename	MHS!ENVOY
G, I, S, GQ	Recipient's names as registered	User-specific
O	Recipient's organization name	User-specific
DD.ID	Recipient's user name as registered	User-specific

DD.ID attribute *Use the DD.ID address attribute only when the recipient cannot be uniquely identified by his or her personal name alone.*

Example

As a user of Stentor Telecom-Canada, Frances Smith belongs to the sales organization and her user name is fsmith. Her full-format address is

mhs/c=ca/ad=telecom.canada/g=frances/s=smith/o=sales/dd.id=fsmith

Smith's gatename address is

mhs!envoy/pn=frances_smith/o=sales/dd.id=fsmith

Where to Go for Help

This section contains information about connecting to AT&T Mail and the GO Mail Information Service and provides more information on using AT&T Mail help.

International Travel

AT&T provides customer service and AT&T Mail network access points around the world. If you are traveling outside the United States, you can use the contact information given on the next page. Of course if you have problems, you can always call the United States Customer Service or network access point. However, the U.S. toll-free 800 numbers are available only within the United States.

When making international long distance calls to AT&T Mail, you may need to include pauses in the dialing sequence while various connections are being made. To do this, you can adjust the numbers shown in the Dialing Location sheet of your Outbox, as described in section 6 of the *Lookup Guide to the EO Personal Communicator*. A comma indicates that your system should pause before dialing the next number. Each pause character delays for approximately 2 seconds, so you may need to enter several pauses in a row if the telephone system requires a long delay.

> ***Character limit*** *Although the software may allow you to enter a large number of dialing characters, your EO's dialing sequence is limited to a total of 37 characters, including all pause characters.*

Many countries have power and telephone systems that are different from those in the United States. Be sure to check on compatibility issues before traveling, including the connectors or adapters you may need.

AT&T Worldwide Telephone Numbers

Country	AT&T Mail e-mail network access	AT&T EFAX network touch-tone access
United States	1-800-MAIL-016 (1-800-624-5016) 1-314-770-3807	1-800-A-FAX-MSG (1-800-232-9674) 1-703-869-8709
Canada	1-416-502-3000	1-800-567-3329 1-416-502-3329
United Kingdom	44-71-418-0096	44-71-410-0930
Japan	813-5562-9134	813-5562-9042
Pacific (Hong Kong)	852-598-4878	852-598-4888

GO Mail Information Service

AT&T and GO Corporation operate an on-line mail server called the GO Mail Information Service on the AT&T Mail network. This service automatically provides help to AT&T Mail users. To use this service, you send a message to !GOMailHelp with the word "Request:" in the subject field of your message, followed by a space and then the keyword to the topic you want information on. The following table lists some of the many subjects included on the mail server:

Topic	Keywords
List of help topics	TOPICS
IBM X.400 addressing	IBM

Topic	Keywords
AT&T phone numbers	PHONES
Sending and receiving faxes	FAX
International e-mail services	INTL
Internet addressing	INTERNET
X.400 addressing	X400

For example, to get a list of all available help messages, you would send a message with the following "To:" and "Subject:" lines:

TO: !GOMailHelp
SUBJECT: Request: TOPICS

You do not need to include any information in the body of the message; the GO Mail Information Service looks only at the subject line of your message. Remember to leave a space between the colon and the keyword for the topic. The GO Mail Information service automatically replies with a message that includes the information you requested. If your answer is not downloaded during your call, it will usually be available within a few minutes.

AT&T Mail Help Messages

If you have questions about using AT&T Mail, including addressing and network access points, you can send a free message to AT&T Customer Support. The AT&T Customer Support e-mail address is: !ATTHELP. In Canada, the AT&T Customer Support address is: !CNDAHELP.

Getting Assistance from EO

EO provides customer support to registered users for EO hardware and software. Most problems can be resolved with the information in "Troubleshooting," in section 1 of the *Lookup Guide to the EO Personal Communicator*. If all else fails, however, you may wish to contact EO Customer Service directly. Refer to the inside back cover of the *Lookup Guide* for information on contacting EO by phone, fax, or e-mail.

Messaging Dictionary

address A series of characters (letters and numbers) that specifies the location of a person's electronic mailbox. Similar to a street address for postal mailing.

administration management domain (ADMD) Part of a naming system used in addressing electronic mail. Refers to a public e-mail service carrier, such as AT&T Mail or MCI Mail, that uses the X.400 standard for exchanging messages.

AT&T Mail A public messaging service from AT&T EasyLink Services that provides electronic mail and fax capabilities.

communication link On an EO Personal Communicator, the part of the mail application dedicated to making connections with a specific type of messaging service. Your EO includes a communication link to AT&T Mail.

DD.ID (or DDA.ID) The Domain-Defined Attribute portion of an X.400 address, typically a user name, that distinguishes people who have the same first and last personal names.

Domain Name System (DNS) A naming system used in addressing electronic mail. In the Internet system, a domain name consists of a sequence of names separated by dots. In X.400 systems, domains are typically a portion of an e-mail system such as ADMDs or PRMDs. *See also* **fully qualified domain name (FQDN)**

e-mail Electronic mail, consisting of messages that travel between personal computers, computer systems, and personal communicators in electronic, digital form.

fax/facsimile An electronically transmitted image of a document.

fully qualified domain name (FQDN) In the Internet system, the complete sequence of names that fully identifies a user's electronic mailbox location.

gatename An e-mail addressing abbreviation identifying a gateway. On AT&T Mail, it is an abbreviation for some combination of X.400 attributes.

gateway A system or program that converts and transfers information from one format to another, allowing the information to travel between systems. A gateway connects two different electronic messaging systems and allows them to exchange and transfer information.

Group 3 fax A worldwide standard for the formatting and transmission of fax messages. Most fax machines currently in use are Group 3 type.

host A central or main computer that provides applications, tools, and storage space to multiple users, who are directly connected to it.

Inbox The local storage area on an EO Personal Communicator that holds all incoming electronic messages (e-mail, fax).

Internet A worldwide network of electronic messaging networks, connecting several hundred thousand host computers and millions of users.

intersystem address The address used to send e-mail to a mailbox on a different e-mail system. An intersystem address may include information that specifies the route a message takes to reach a mailbox.

local area network (LAN) A network of computers physically connected together, often using Ethernet or Token Ring technology. A LAN generally covers a limited geographical area such as a building or campus and provides high-speed electronic communications between computers.

mailbox An area in an e-mail system that stores messages for individual users. Mailboxes can exist on public e-mail networks, host computers, and personal computers. The Inbox and Outbox of your EO Personal Communicator represent a type of mailbox.

modem A device that enables computers to transmit information over telephone lines. A modem (MOdulater/DEModulater) translates digital information from the computer into analog information to allow it to travel over telephone lines.

network The term used to describe the electronic connections between computers.

originator/recipient addressing (O/R) The formal address definition for X.400 addressing.

Outbox The local storage area on an EO Personal Communicator that holds all outgoing messages (e-mail, fax).

private management domain (PRMD) Part of a naming system used in addressing electronic mail. Refers to a private organization's e-mail system that uses the X.400 standard for exchanging messages. A PRMD is typically connected to an **ADMD.**

public e-mail system A type of e-mail system run by companies or organizations that provides e-mail accounts, mailboxes, and services to other companies, organizations, and individuals. Also called an **ADMD.**

simple mail transfer protocol (SMTP) A set of rules and formats used on the Internet system for exchanging electronic messages.

user name An individual user's account name on an e-mail system or service. A user name is an important part of an e-mail address.

wide area network (WAN) An electronic messaging network that covers, or is accessible from, a large geographical area such as a region, a country, or the world.

X.400 An international electronic mail messaging standard formally known as the X.400 Message Handling System. X.400 specifies rules and address formats for exchanging electronic messages.

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